



Iowa Department of Human Services

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Governor

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Director

July 18, 2014

Date Complaint Received: 6/4/14
Complaint Received By: Chad Reckling, SW II
Provider Name and Location: Shannon Whittaker 830 N 6 th St Burlington IA 52601
Complaint: The complainant reported that when the state inspector was present within the provider's home on 6/4/14 that the daycare provider had a daycare parent take three children who were not theirs with them when they picked up their own child so that the daycare provider could come within numbers of children that they were allowed to have. Rule Basis: IAC 110.5(9) The provider meets the following requirements: Gives careful supervision at all times. Iowa Code Section 237A.8 Violations — actions against license or registration. The administrator, after notice and opportunity for an evidentiary hearing before the department of inspections and appeals, may suspend or revoke a license or certificate of registration issued under this chapter or may reduce a license to a provisional license if the person to whom a license or certificate is issued violates a provision of this chapter or if the person makes false reports regarding the operation of the child care facility to the administrator or a designee of the administrator.
Findings: 6/4/14 This worker spoke with complainant. They indicated that the daycare provider called one of her daycare parents to pick up their child and three more daycare children that were not their own. The provider told the parent when they arrived to "act like these are your children...so I won't be over numbers." The complainant stated that the provider did this because the state inspector was there and they were over numbers at the time. The complainant called back and stated that the names of the children that went with the daycare parent are J and K and as of 2:45 pm today the children were still with the daycare parent that took them from the home at approximately 1:16 pm. The complainant also reported that there may be issues with overbilling by the provider as they have never looked at attendance sheets for daycare children that have attended there to verify dates and times. This worker contacted the provider to submit enrollment paperwork for J and K to the department. This worker verified that the individual who took the children was not on the approved pick up list for the children that left the daycare with them. 6/5/14 This worker made contact with an individual who reported that the parent who left the daycare with the identified children yesterday had the children for three hours and then brought the children back to the daycare home. This parent was promised a new lamp for helping them get within appropriate amount of children that they could care for yesterday. This worker left voicemail for parent to contact the department regarding daycare complaint

allegations received yesterday.

This worker made contact with parent who had taken the children from the daycare home. This parent indicated that they took the children to a community park, then to their personal residence and then took them back to the daycare home between 4:30 – 5:00 pm. This parent indicated that the daycare provider contacted the parent of the children prior to this parent taking them from the home and the parent of the children indicated that they were okay with this occurring.

This worker left voicemail for the parent of the involved daycare children to contact this worker however has not received contact with them.

6/12/14 This worker observed billing that was submitted by the provider which included billing for 6/4/14. This billing reflected that J & K, the children involved with these allegations were present in the daycare home from 1:50 – 4:30 pm the same time they were admitted to be with another daycare parent away from the childcare home.

6/12/14 This worker spoke with Shannon about these allegations. She indicated that the mother of the children authorized this particular daycare parent to take their children from the daycare home that day. Shannon indicated that she spoke with the parent of J & K on the phone to get approval on the day the children left the home with the other daycare parent. Shannon stated that she gave the parent of the children new paperwork prior to 6/4/14 to complete in order to reflect changes in enrollment and authorized persons to pick the children up. These included other changes besides the daycare parent picking the children up. Shannon indicated that she received this revised paperwork for these children on 6/9/14. Shannon provided this worker with a current cell phone number of the parent to the children this daycare complaint involved. This worker asked Shannon why her billing that she submitted regarding these children reflected times as to when the daycare children were clearly not present in the daycare home by her admission. Shannon admitted that this was her mistake for submitting billing for these two children at these times on 6/4/14. She indicated that she did not intentionally mean to do this.

6/23/14 Left voicemail for parent of J & K to contact this worker.

6/30/14 This worker was able to make contact with the daycare parent concerning their children leaving with another adult daycare parent that utilizes Shannon for childcare on 6/4/14. This parent indicated that Shannon had called them earlier in the morning to see if it would be okay for their children to go with this parent to the park that afternoon. This parent stated that they gave their consent for this to occur and was aware that this happened.

Complaint: There is not a preponderance of evidence to support the allegations of the child being taken by another daycare parent without authorization.

There is a preponderance of evidence to show that through the provider's own admission she had billed the State of Iowa incorrectly for two children on 6/4/14 who were not in the home during the times of which she certified that they were.

Resolution: Shannon will insure that she receives authorization from her daycare parents (in writing or verbal followed up in writing) as to who is allowed to pick up daycare children from her daycare home for the individual children involved.

Shannon will insure that she submits billing for her daycare children that reflect accurate times and names of children that are being cared for by her in her childcare home.

If you have any questions regarding this matter feel free to contact me at (319) 208-5521 or creckli@dhs.state.ia.us.

Sincerely,

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